

APPROVED SOLAR RETAILER QUARTERLY COMPLIANCE REPORT JUL-SEP 2022

Welcome to the Clean Energy Council's quarterly compliance report, providing information about compliance activities in the Approved Solar Retailer program.

Applications

To give greater context to how we administer the program we will be including application activity alongside compliance activity in this report.

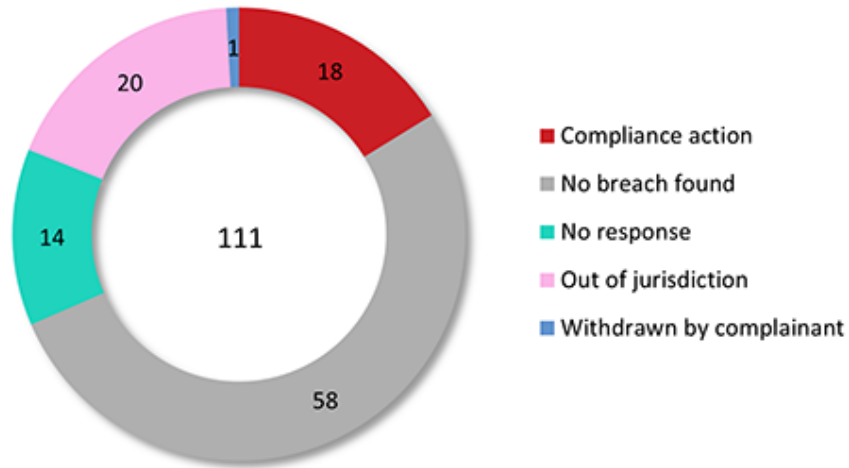
Last quarter we rejected 21% of applications processed for failing to demonstrate they meet the requirements of the Code.

Type	Total
Applications received	80
Applications approved	68
Applications rejected	17
Signatories resigned or removed	41

Complaints

Complaints Closed

The Code Administrator closed 111 complaint cases between 1 July 2022 and 30 September 2022. 18 of those complaints resulted in compliance action against an Approved Solar Retailer.

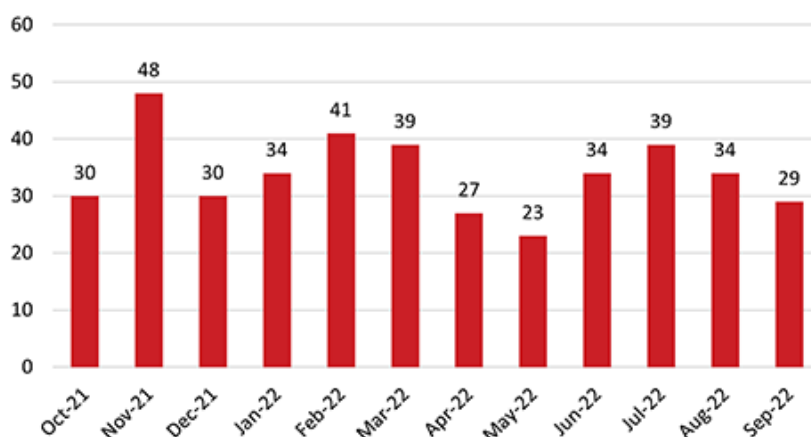


Note:

- No response refers to the complainant not responding to our queries.
- Out of jurisdiction occurs when the incident took place prior to the retailer becoming a Signatory or the Code Administrator discovers that the contracted party to the complainant is not an Approved Solar Retailer.

Complaints Received

The Code Administrator received 101 complaints this quarter (July 2022 – September 2022).



Suspensions

Previous and current suspensions can be found on our [Compliance Activity Page](#).

Signatories that are suspended are not permitted to promote themselves as Approved Solar Retailers, use the Code brand mark or utilise any of the benefits of being approved until remedial action imposed by the Code Administrator has been satisfactorily completed.

Signatories who are suspended may also be prevented from taking part in state or federal government schemes.

The Clean Energy Council acting as Code Administrator suspended 2 companies this quarter.

Signatory name	Start date	End Date
Eco Solar Australia	06/08/2022	13/09/2022
UNified Energy Services	26/09/2022	12/10/2022

Removals

The Code Administrator did not remove any Signatories this quarter.

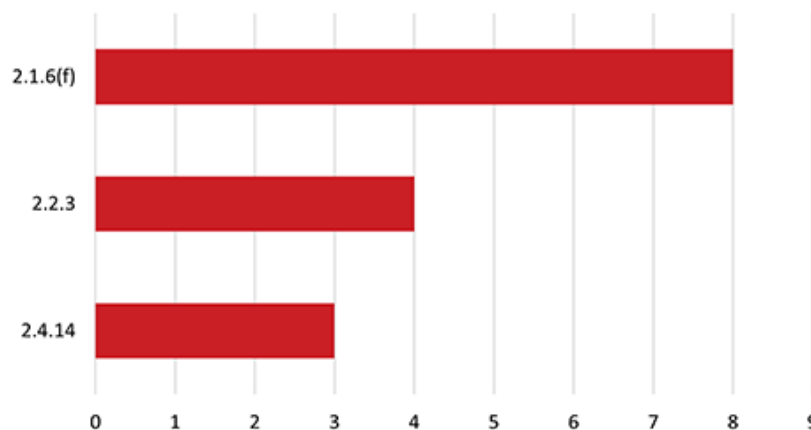
Appeals

There were no appeals of the Code Administrator's decisions this quarter.

Please refer to our [Compliance Activity Page](#) on our website for the latest information on what compliance activity has taken place in the previous quarter, including information on suspensions and cancellations.

Breaches

Most common breaches of the Solar Retailer Code of Conduct



- 2.2.1.6(f) – Failing to provide the consumer a compliant site-specific system design at the point of contract.
- 2.2.3 – Failing to have a variation to the system design documented and signed off prior to installation.
- 2.4.14 – Failing to comply in a timely manner to reasonable requests made by the Code Administrator for the provision of information or documentation in relation to suspected breaches of the Code

Most Common Breach

Clause 2.1.6 (f): Providing a site-specific system design at the point of contract

There were 8 instances this quarter where an Approved Solar Retailer failed to provide a compliant site-specific system design to the consumer at the point of contract.

Consumers must be given a compliant system design at the point of contract to make an informed purchase decision.

Generic system designs that do not consider the consumer's site-specific conditions are not compliant with this clause. It is in your interest as a company selling solar to provide an accurate system design at the point of contract to ensure the consumer has a strong understanding of what they are buying and reasonable expectations. There were 5 instances this quarter where an Approved Solar Retailer failed to have variations to the system design documented and signed off by the consumer prior to installation.

Case Studies

We strongly recommend that you review and learn from the [case studies provided on our website](#).

Report a breach

Under section 2.4.11 of the Code, Signatories must undertake to inform the Code Administrator of any breaches to the Code made by other Signatory companies.

Please submit any suspected breaches of the Code via our online Complaint Form. Please be aware of what is needed for evidence of a breach.

[REPORT A BREACH](#)

We value your input as an **Approved Solar Retailer**. Please contact <mailto:compliance@cleanenergycouncil.org.au> if you would like further information or have suggestions for topics or issues that you would like to see covered in these reports.



Find out more about the NETCC at All-Energy

Attend our info sessions at 9.30am each day in Theatre 2 or find us at the CEC booth.

[Find out more](#)

The banner features a photograph of a woman and a man sitting at a table in a booth. The booth background includes the text "CLEAN ENERGY COUNCIL APPROVED SOLAR RETAILER" and a circular logo with a checkmark. A screen displays "New Consumer Protection Standards for solar, battery, inverter, EV chargers & more" and the website "newenergycouncil.org.au".

